



# SANDI WILEN

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## SUMMARY

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A versatile and highly accomplished senior program and product manager with vast expertise in technical solutions, program delivery and portfolio management. Proven strategic visionary as the owner of four US patents and a unique combination of high creativity and technical proficiency. Utilizes exceptional interpersonal and communications skills to drive complex products and programs through all stages from conceptualization through final deployment. Excels in fast-paced environments that require adaptability and ingenuity.

- Program & Project Management (PDLC, Smartsheet, Clarity, Jira, Asana)
- Business & Technical Requirements • Backlog & Request Management • Agile Methodologies • Kanban
- Executive & Stakeholder Communications • Budgeting & Financial Management
- UI/UX Design & Development (HTML5/CSS) • Graphic design (Adobe) • Prototyping & Demos (Sketchup Pro, Figma)
- Data Analytics • Software Development (SLDC, Python, SQL, APIs) • Cloud Services (AWS, Azure, SaaS)

## EXPERIENCE

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COMCAST CORPORATION (Remote)

**Director of Software Technologies - Technical Product Owner / Program Management**, Jan 2022- Feb 2024

Technology leader with a track record of leading strategic initiatives, cross-functional collaboration, and high-impact project delivery within Comcast's \$9.3 billion commercial product portfolio, spanning business mobile, government contracts, UI/UX platforms, FCC mandates, and cybersecurity applications. Skilled at integrating AI/ML capabilities into UI/UX solutions to enhance customer engagement through intelligent automation. Experienced in coordinating complex global roadmaps, aligning diverse teams, and driving strategic objectives within dynamic environments. Strong proficiency in stakeholder communication, executive presentations, and technical integration with engineering teams to achieve business goals.

- Managed a complex portfolio, prioritizing 200+ quarterly features, driving technical reviews with engineering teams, and aligning backlog priorities with stakeholder goals and strategic objectives.
- Served as liaison among sales, service, marketing and engineering teams, translating business needs into detailed technical requirements.
- Optimized customer experience for Comcast Business by enhancing AI-powered chatbot and UI/UX interactions, reducing support ticket volume by 15%.
- Delivered successful launches for Comcast Business Mobile, serving over 500,000 users, and managed on-time, within-budget deployment of cybersecurity products, including SecurityEdge and MDR.
- Provided executive-level presentations and secured funding approvals through data-driven insights.
- Drove process improvements to enhance organization, efficiency, and transparency by implementing a consolidated JIRA intake system, optimizing roadmap communication, and improving backlog visibility.
- Mentored junior project managers to foster a collaborative, growth-oriented team environment.

COMCAST CORPORATION (Remote)

**Director - Technical Product Management**, Jun 2018-Jan 2022

Served as Technical Product Owner in customer engagement, elevating the digital experience through web applications, self-service tools, Xfinity Assistant chatbot, and AI-driven algorithms. Successfully collaborated with stakeholders, UX, marketing, sales, and engineering to translate high-level requirements into precise technical specs. Expertly represented the technical team to senior leadership and customers, showcasing a deep understanding of product design and implementation.

- Managed technical delivery for Comcast's digital experience portfolio, supporting over 30 million customers and 30,000 employees by developing technical features, user stories, and prioritizing the backlog based on business value.
- Served as the primary contact for new features, defect resolutions, and critical technical requests, ensuring stakeholder engagement, escalating support issues, and collaborating to resolve technical challenges.

- Identified stakeholders, established roadmaps, and developed strategies to drive product direction, influencing team decisions and delivering robust solutions for exceptional customer experiences.
- Drove organization-wide process improvements by implementing a consolidated JIRA intake system and integrating a robust SharePoint workspace with Power Platform, automating intake and status updates to enhance team collaboration, visibility, and operational efficiency.

COMCAST CORPORATION, Philadelphia, PA  
**Director of Quality Delivery**, Sep 2015-Jun 2018

Led enterprise-wide Quality Improvement programs for Comcast's Xfinity Next Gen platform, driving end-to-end solutions to improve DVR, linear, and On Demand video services.

- Reduced X1 On Demand error rates by 51% in nine months through data-driven initiatives.
- Developed and executed strategic improvement plans, fostering cross-functional team collaboration and removing blockers.
- Reported status and risks to senior leadership with clear, actionable updates to align on technical and strategic goals.
- Led a 12-member team to enhance customer experience using social media insights and feedback, significantly improving service quality.
- Introduced innovative solutions to drive product quality and elevate user experience.

COMCAST CORPORATION, Philadelphia, PA  
**Principal Engineer**, Jun 2008-Sep 2015

Designed and drove technical strategy and architecture for critical systems, overseeing the full development lifecycle to ensure alignment with business objectives and quality standards. Collaborated with cross-functional teams and vendors to deliver complex solutions, shape technical vision, and mentor engineering teams for innovation and excellence.

- Led development of a VOD content platform, reducing capacity and storage needs by 28%.
- Defined product roadmaps, aligning requirements and risks with business goals.
- Managed cross-functional teams to deliver high-quality VOD solutions with partners like NBCU and HBO.
- Streamlined architecture decisions, reducing technical debt and meeting cost and timeline targets.
- Oversaw Agile planning and capacity management for a 35-member engineering team.

## EDUCATION

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AIU, Buckhead, Georgia  
**B.A., Visual Communications**

## PATENTS

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- *Media Content Modification and Access System for Interactive Access of Media Content Across Disparate Network Platforms*. 9,563,702, 2017
- *Method and system for presenting personalized television program recommendation to viewers*. 8,943,537, 2015
- *Convenient video program start over system and method for a video entertainment distribution network*. 8,707,376, 2014
- *A system and method providing a call management system adapted for use within a content delivery system*. Application # 20060020993

## CERTIFICATIONS

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- *Certified ScrumMaster (CSM)*, Scrum Alliance (202404894), 2024
- *AI For Business Specialization*, Wharton – University of Penn, Philadelphia, PA, 2024
- *Six Sigma Green Belt Certification*, Philadelphia, PA, 2017

## PRESENTATION

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Key speaker on WICT panel discussion 'Leading Women in Cable' Inventors series, 2014